

AMENDMENTS TO THE DRAWINGS

The attached sheet of drawings includes changes to Figs. 3, 5, 6, 7, 8, 9 and 10. This sheet replaces the original sheet including Figs. 3, 5, 6, 7, 8, 9 and 10. Figs. 3, 5, 6, 7, 8, 9 and 10 have been amended to conform more clearly with their corresponding detailed description.

Attachment: Replacement Sheet
Annotated Sheet Showing Changes

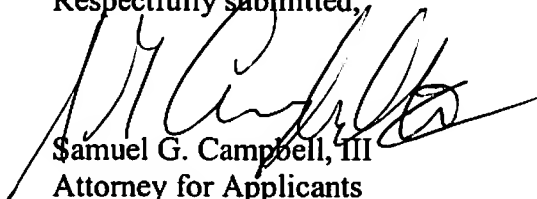
REMARKS

Upon review of the allowed specification and drawings, Applicant has become aware of various inconsistencies and typographical errors that have been corrected by amendment herein. The corrections were apparent from the context of the original application, thus, Applicant respectfully submits that no new matter has been added.

CONCLUSION

Because no new matter has been added, Applicant respectfully submits that the above-referenced patent application is entitled to the original filing date of March 31, 2000. The Examiner is invited to contact the undersigned at 512-439-5084, if there are any questions.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'S. G. Campbell, III', is written over the typed name and title.

Samuel G. Campbell, III

Attorney for Applicants

Reg. No. 42,381

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ANNOTATED SHEET SHOWING CHANGES

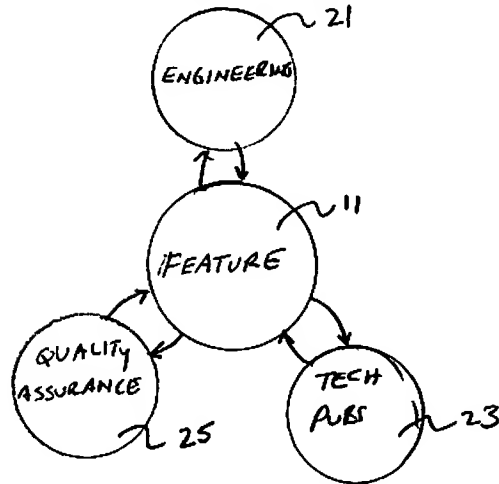


FIGURE 2

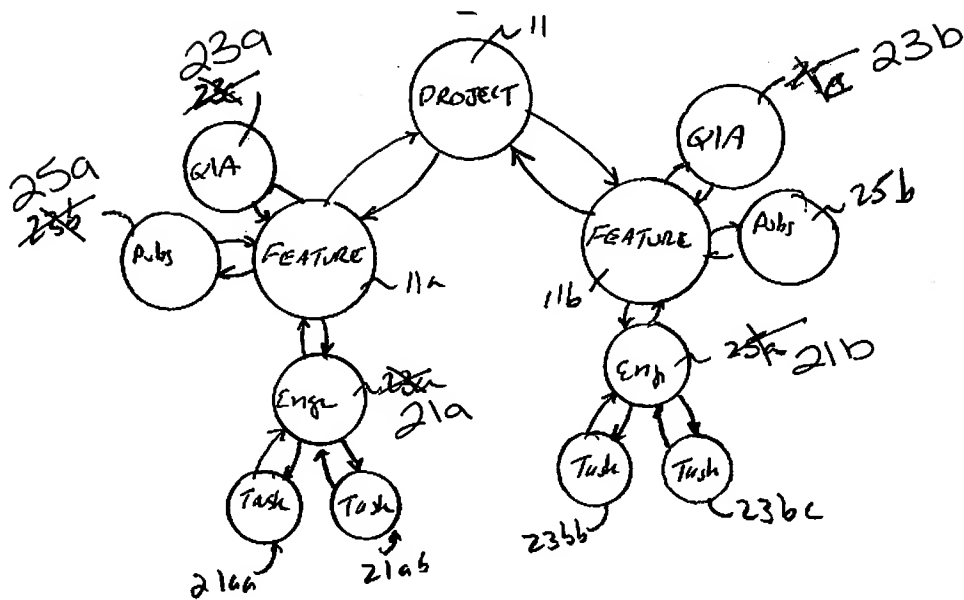


FIGURE 3

ANNOTATED SHEET SHOWING CHANGES

The screenshot displays the Siebel Sales Enterprise - Features interface. The top navigation bar includes links for Activities, Calendar, Quotes, Forecasts, Compensation, Products, Initiative, Time Sheets, Expense Reports, Training, SmartScripts, D&D, Partners, and Features. The left sidebar shows a tree view with options like Feature, Activities, Attachments, Sub Features, MRD, Engineer Task, QA Test Plan, QA Test, and Tech Doc. The main window is divided into two sections. The top section, labeled 'Features', contains a table with columns: Feature ID, Name, Status, Priority, PM Group, Area, and User. The bottom section, labeled 'Feature Details', provides a detailed view of a selected feature (1-TW24), including fields for Name, Description, Release, Parent, Source, Account, Revenue, PM Group, Priority, Status, and Attachments. Handwritten annotations (57, 61, 63, 68, 53, 55, 65, 71, 73) are present on the left and bottom of the interface.

Feature ID	Name	Status	Priority	PM Group	Area	User
1-TW15	Siebel eService enhancements	Implementing	P0 - Release Defining	PM-Internet Applications...		THO
1-TW24	Call me now	Implementing	P1 - Critical	PM-Internet Applications...	CTI	THO
1-TW27	Quote enhancements	Implementing	P1 - Critical	PM-SSE...		MOD
1-TW28	Discount rule	Implementing	P1 - Critical	PM-SSE...	Quotes	MOD
1-TW31	Miscellaneous core enhancements	Implementing	P0 - Release Defining	PM-Core...		ASU
1-TW32	Date-driven dynamic proposition	Implementing	P0 - Release Defining	PM-Core...	Core	ASU

Feature Details: 1-TW24

Name: 1-TW24
 Description: Provides ability for an online customer to request callback from a customer support representative.
 Release: Siebel 2000 Release
 Parent: Siebel eService enha...
 Source: Market Input
 Account: CTI
 Revenue: 67
 PM Group: PM-Internet Applications
 Priority: P1 - Critical
 Status: Implementing
 Attachments: CTI enhancements to CTI Guide

FIGURE 5

ANNOTATED SHEET SHOWING CHANGES

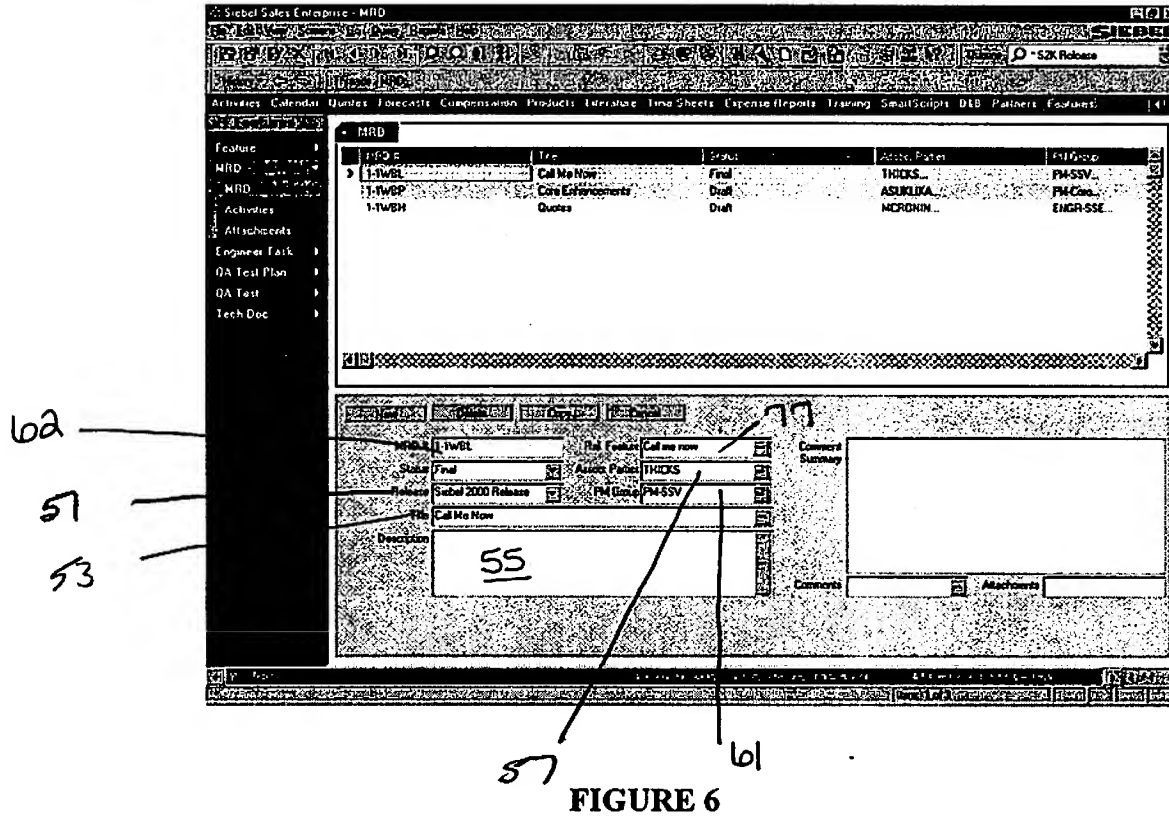


FIGURE 6

ANNOTATED SHEET SHOWING CHANGES

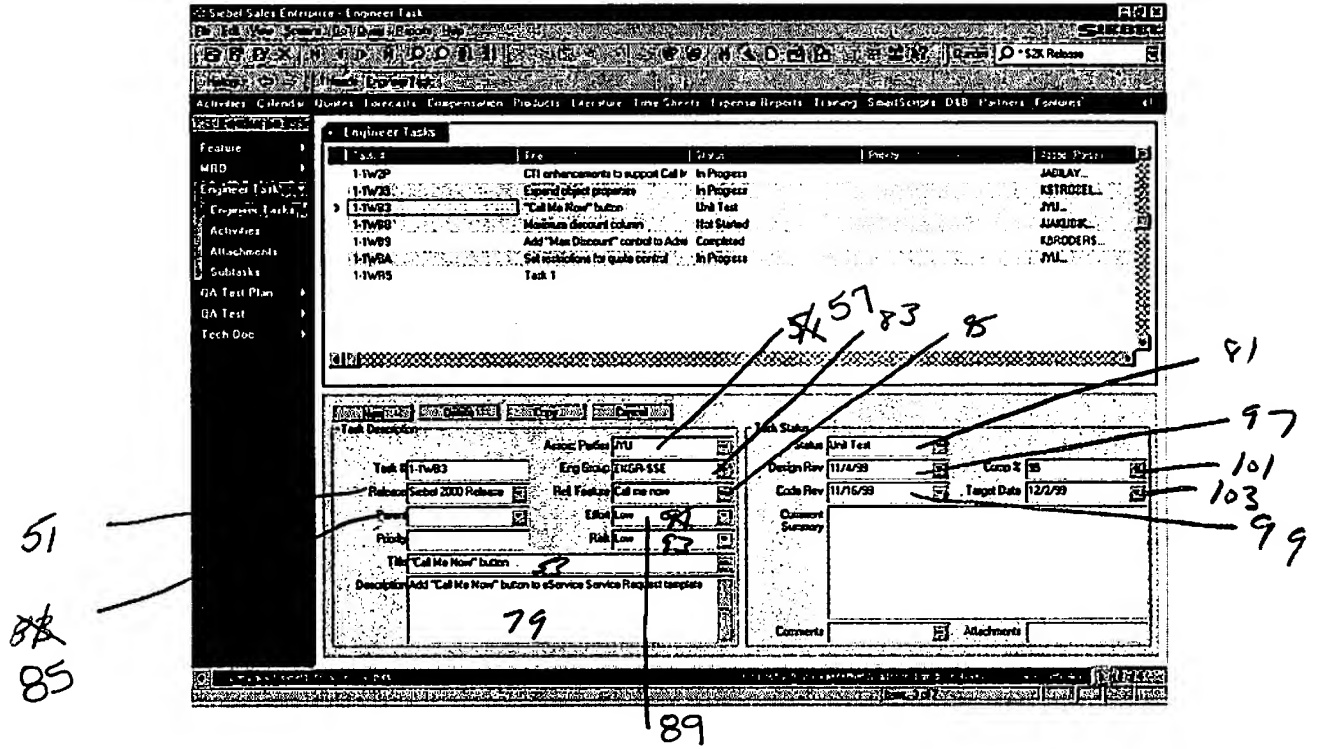


FIGURE 7

ANNOTATED SHEET SHOWING CHANGES

Siebel Sales Enterprise - QA Test Plans

Activities Calendar Quotes Forecasts Compensation Products Interface Time Sheets Expense Reports Training SmallScripts OIG Partners Features

Feature
MRD
Engineer Task
QA Test Plan
QA Plans
Activities
Attachments
Plan Tests
QA Test
Tech Doc

QA Test Plans

Test Plan ID	Title	Description	Status	Date	Author
1-TWDS	CTI - Server (Generate S1)	Exercises CTI functionality using the	Detailed Draft	12/14/99	TITRA
1-TWEX	CTI - Server (Proposed S0.9)	Exercises CTI functionality using the	Final	11/10/99	TITRA
1-TWGI	Dynamic Properties	Exercises object dynamic properties	High Level	12/15/99	TITRA
1-TWY	SDV/SSE: Call Clock - Quotes	Exercises functionality of generating	MRD Review	12/22/99	JNESS

Plan Development

Plan ID: 1-TWDS
Release: Siebel 2000 Release
Author: TITRA
Title: CTI - Server (Generate S1)
Description: Exercises CTI functionality using the Generate S1 switch

Plan Development

Status: Detailed Draft
Comp: 90
Target Date: 12/14/99

Test Execution Summary

Passed: 0
Last Build: Siebel 2000 6.0 (2904) - Stable

Comments

Attachments

FIGURE 8

ANNOTATED SHEET SHOWING CHANGES

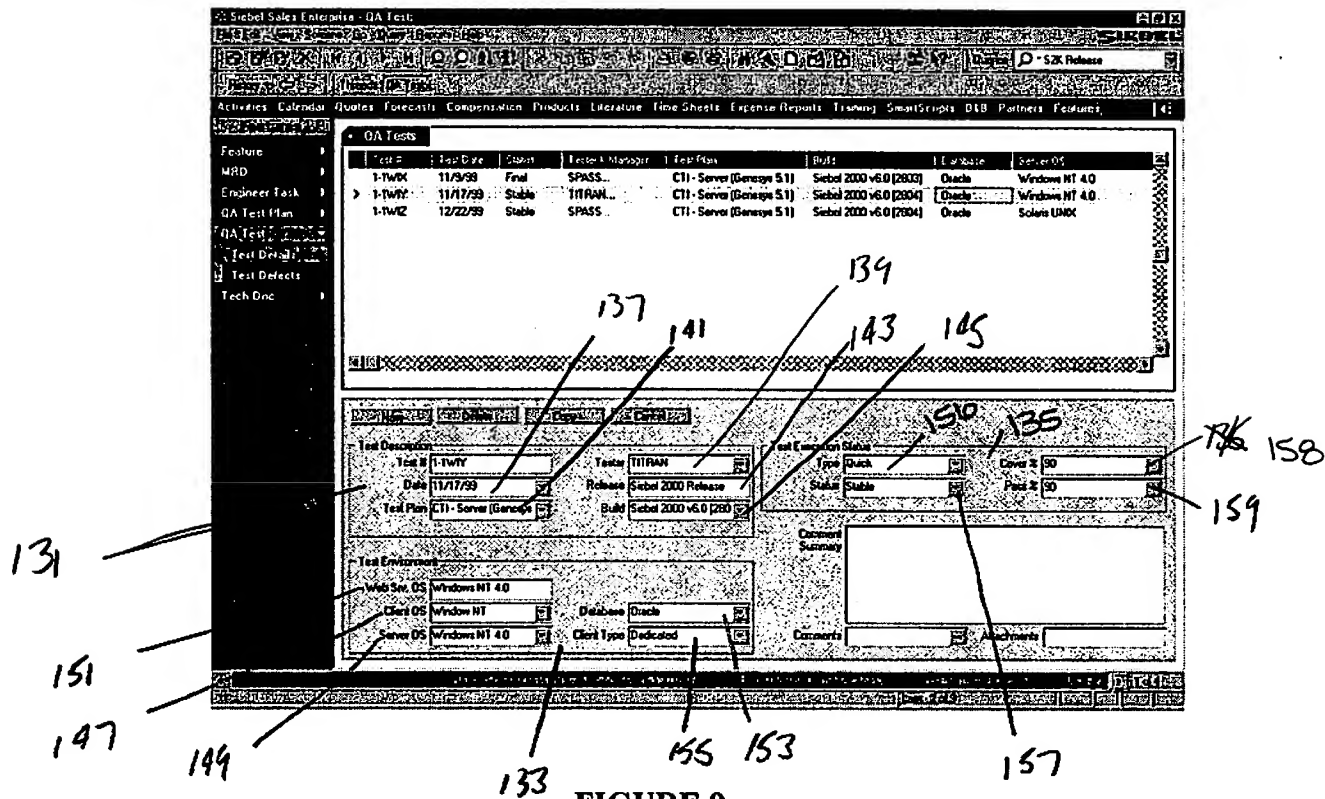


FIGURE 9

ANNOTATED SHEET SHOWING CHANGES

Siebel Sales Enterprise - Tech Documents

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts DMR Partners Features

Tech Documents

Doc #	Title	Status	Pages	Est Pages
1-TWGR	CTI Guide	First Draft		100
1-TWBU	Siebel Applications Guide	First Draft		150
1-TWS	Siebel Tools Reference Guide	First Draft		200

Document Description

Doc # 1-TWGR Est Pages 100 165

Release Sprint 2000 Release Item # 50 167

Ver 5.1 163 53

Title CTI Guide

Description Guide to CTI functionality, including the installation and configuration of supported CTI middlewares. 161

Document Development

Status First Draft 164

Comp # 30

Target Date 12/15/99

Rel Call me now 164 Assoc Parties PERDOWN

Consent Summary 57

Comments 168

Attachments

FIGURE 10